Scenic Plus Fare Conditions

These are the additional Fare Terms & Conditions for Scenic Plus tickets on Northern Explorer, TranzAlpine and Coastal Pacific trains.

Last updated: 01 November 2026

Close All

Terms and Conditions

KiwiRail Holdings Limited (us or we) operate the Great Journeys New Zealand scenic train services.

Detailed terms and conditions of travel are contained in our Conditions of Carriage for Passenger Services (the Conditions of Carriage) and our Fare Conditions at www.greatjourneysnz.com

The Conditions of Carriage contain terms which exclude or limit KiwiRail's liability in some circumstances and that KiwiRail may change the terms in the Conditions of Carriage from time to time. You are urged to read the Conditions of Carriage carefully as they explain the basis on which we will provide our Services and so you can fully understand your obligations and also your rights and remedies.

We strongly recommend that passengers hold their own personal and/or travel insurance to cover any unforeseen circumstances which may arise.

Please see our Conditions of Carriage for the full terms and conditions relating to our Services.

Booking protection

When you book with us directly online, your booking has the highest level of protection and you can be confident that your booking is in safe hands.

Our promise includes the following:

- In the event your journey is cancelled by KiwiRail due to domestic travel restrictions or operational requirements, you have the option of EITHER a full refund OR a free transfer to any other available Scenic Plus fare.
- When choosing a free transfer, your original fare and discounts will be transferred.

Card charges

A card charge fee of **1.75%** will be included with every online transaction and via payments with our Contact Centre.

***Debit and credit card fees are non-refundable at all times**

NZ-based customers may make direct payments via **Account2Account** for free.

Joining the train

Failing to arrive for check-in on time could mean you miss the train. In the event you miss the train without prior arrangement, your fare may be forfeited without compensation.

To check for train arrival information call **0800 TRAINS (0800 872 467)** or **+ 64 4 495 0775.**

If you are joining the train at stations en route you must make yourself clearly visible to the driver. Trains may leave up to 10 minutes before the scheduled departure time if all pre-booked passengers are on board.

Our crew will disembark from the train on arrival to greet you and check you in. Please ensure you check in with the crew and obtain your boarding pass and seat number before boarding.

Ticketing refunds, ticket reissues and cancellations

Plans can change, and so can your booking with our Scenic Plus fares:

- Fully refundable outside 7 days before scheduled departure
- Fully changeable outside 7 days before scheduled departure
- $100 per person if cancelled within 7 days and outside 24 hours prior to scheduled departure
- $35 per person if changed within 7 days and outside 24 hours prior to scheduled departure
- No refund or change inside 24 hours prior to scheduled departure
- All fares are non-transferrable
- **EXCEPTION: Tickets are fully refundable if cancelled within 24 hours of making the reservation and the reservation was made prior to 14 days before the scheduled departure.**
- Stopovers mid journey are not permitted. You can book to disembark at an intermediate station, but you will be charged the full fare price.

If you amend your travel date the amended travel must be used within 12 months of the original travel date, bookable anytime subject to seat availability.

If there is a fare difference between your original booking and the amended booking you will need to pay the difference from the original fare.

Standard Class passengers can upgrade to Scenic Plus on request, based on availability. The charge will vary and will be based around the price difference between Standard Class and Scenic Plus.

Check-in luggage allowance

Checked baggage

Scenic Plus allows two items of baggage per person with a maximum weight of 23kgs (50lb) and one wheeled or hard-sided cabin bag* with a maximum weight of 7kgs (15lb).

- **2 x large checked bag or suitcase**
  - maximum weight of 23kgs (50lb)
  - maximum volume* of 158 linear cm (62”)
- **1 x wheeled or hard-sided cabin bag**
  - wheeled and/or hard-sided cabin bags must be checked in (cannot be taken aboard)
  - maximum weight of 7kgs (15lb)
  - maximum volume* for the cabin bag is 118 linear cm (46.5”)

On-board carry-on allowance

One small day pack (no wheels) or small handbag and / or personal items such as camera, coat and umbrella. You are asked not to leave personal items of value unattended at any time. We are not responsible or liable for the loss of baggage or personal items carried on board.

- **1x small onboard backpack, small bag, or handbag**
  - maximum weight of 7kgs
  - maximum volume* for the cabin bag is 118 linear cm (46.5”)
  - for taking important personal items aboard, including any fragile or perishable items, money, jewellery and valuables
- **1 x small infant bag**
  - if you have an infant with you, you may bring an additional small bag for the journey
  - please note: free of charge Infant Fares do not get any luggage allowance

*volume is calculated by adding height + length + width of the bag together.

Excess & overweight luggage

- Infants are not allocated a checked baggage allowance.
- A maximum of one additional item of baggage per person with a maximum weight of 23kgs (50lb) may be purchased for $35.
- Maximum volume for the additional checked bag is 158 linear cm (63in) (this is calculated by adding the height, length and width of the bag together)
- Fragile or perishable items, money, jewellery and all other valuables should always be carried in cabin baggage.

Overweight and oversized items
If your baggage includes an overweight, oversize or sporting item, please refer to the information and options detailed below.

Overweight – more than 23kg

If your overweight bag is more than 23kg and your cabin sized bag is already at the 7kg weight limit, it is possible, in addition to the $35 additional baggage allowance charge, to buy a **re-pack bag** for $20 to repack your baggage to the allowable weight limit.

**For safety reasons, we do not accept bags that weigh more than 23kg

If your cabin sized bag exceeds 7kg, you can purchase an additional baggage allowance for $35.

When the length, width and height of your bag add up to more than 158cm (62in) or 118cm (46.5in):

Purchase a re-pack bag

If your bag is oversized it is possible to buy a re-pack bag for $20 to repack your baggage to the allowable dimensions. This cost is in addition to the $35 additional baggage allowance charge.

Bikes and other items

Bikes need to be checked in and added at the time of booking.

To keep everyone safe and to make sure there is room for all travellers, we have limited bike spaces on each service.

Please book your bike early and follow the guidelines.

Our baggage vans have limited capacity and the number of bikes we can carry may vary by service.

Please contact us for details.

Bike capacity

- We can carry a maximum of four bikes on each train
- Spaces are limited and must be booked at the same time as your ticket

What you need to book

- All bikes must be booked as a bike, including those in bags, boxes or protective cases
- Foldable bikes, heavy models and e bikes must also be booked as a bike
- Our baggage vans have limited space, so availability may vary by service

Weight and condition

- The total weight of your bike, including any bag or case, must not exceed 23kg
- Bikes over this limit cannot be accepted
- Please make sure your bike is clean and free of mud or debris

Preparing your bike

You don't have to deflate the tyres, but bicycles can only be accepted as checked-in baggage if:

- Free of mud / dirt

- Labelled with your name and phone number
- Handlebars turned sideways or removed
- Remove or turn pedals inward
- Take off panniers, helmets and any accessories

Charges

- Bike: $35 per journey
- Bike with trailer (maximum one, subject to availability): $50 per journey
- We are unable to carry tandem bikes

If you are unsure which category your bike fits into, our website has full details, and our bookings team is happy to help. Station teams also have printed guides available on the day.

Other items

- Walking frames
- Wheelchairs, Powerchair and Mobility Scooter
- Maximum combined weight (passenger and chair) 364kg
- Maximum length 1295mm (51in)
- Maximum width 762mm (30in)

You must book your Wheelchair, Powerchair or Mobility Scooter when you make your booking.

Transporting sports equipment

Sporting items less than 2m (78in) long and weighing up to 23kg count as a standard bag and fall under your baggage allowance. Otherwise, excess baggage charges of $35 apply.

Sports bags can contain more than one piece of related equipment. They're assessed on their overall weight and length.

Here are some examples of sporting equipment that can be packed or bagged as single items:

- Surfboard(s)
- Skis/snowboard equipment
- Water skis
- Golf bag containing golf clubs and one pair of shoes
- You must book your sports equipment when you make your booking

Special meals and dietary requirements

Scenic Plus guests who have dietary requirements can request a special meal on our services using our linked form. To accommodate your request please contact us 7 days prior to travel to confirm your special meal. For more information, view Scenic Plus and get in touch with our Customer Service team.

Scenic guests can enjoy a range of food onboard to suit most appetites, tastes and dietary requirements.
For more information, view our Scenic Cafe or our menu options.

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Animals

No animals are permitted on Great Journeys New Zealand scenic trains other than registered assistance dogs.
Please refer to our website for more information regarding accessibility.

Accessibility

If you're travelling with us on Scenic Plus, it's important that you can travel independently, which means you must be able to meet all your personal needs without assistance from the crew throughout the journey.

We make every effort to ensure your safety and comfort on our services. To avoid disappointment or difficulties on arrival, we request that you advise us of any assistance you require when you book with us.

If you require assistance with things like moving on and off or around the train, changing clothing, eating, administering medication or toileting, then you will need to travel with someone 16 years or older who is capable of assisting you with your needs.

Please refer to our Accessibility page for more information.

Personal devices

Any electronic music devices may be used only with earphones at a volume that cannot be heard by others.

The operation of radio scanners is prohibited on board Great Journeys New Zealand services by anyone other than our staff.

Travelling with children

A ticket must be purchased for any child who is two years of age or older.

Infants under two years of age may travel free, except where the infant travels in a car seat or similar carrier, in which case a ticket must be purchased at the applicable child fare for that infant.

A Passenger aged between 2 and 14 years inclusive is classified by us as a child and cannot travel unaccompanied.

An Accompanying Person is a person who has reached their 15th birthday and is known by the child prior to travel. An Accompanying Person must be physically and mentally capable to care for the child while using our services. We may reassess at check in the classification of any passenger type.

Child fares have the same baggage allowance as adult fares as well as two items from the below list for every child in your group as part of the child's baggage allowance.

- Pram, stroller or buggy
- Car seat
- Bassinet or port-a-cot

These additional items must be checked into the baggage van, with the exception of car seats which can be brought onboard with paid child's seat.

Travelling with Infants

Infant Fares for 0-2 years old are free of charge, but **do not** come with a seat allocation or luggage allowance.

Infants should sit on their parent or guardian's lap during the journey (please do not place or seat your infant on the table at any time).

Changing facilities are available in the Accessible toilet within the Scenic Cafe carriage.

Infants travelling with adults include an additional small carry-on bag (max 7kg) but no additional checked-in baggage other than two items from the below list for every infant in your group as part of your baggage allowance.

- Pram, stroller or buggy
- Car seat
- Bassinet or port-a-cot

These additional two items must be checked into the baggage van and cannot be taken onboard.

Car seats

Your car seat can be comforting and familiar to your child when travelling and it also provides extra protection.
You're welcome to bring a car seat onboard for a child with a paid seat.

Your car seat must:

- Be in safe working condition
- Be able to seat your child with their arms and thighs within its frame
- Fit within your seats cushion base
- For safety, your car seat can't block access to the aisle or be placed on the tables.

These must be kept on the seat.

Service delay or cancellation

We are not responsible or liable for any loss, damage or expense incurred by passengers as a result of the failure of the service to operate or depart or arrive at the scheduled time or location. We reserve the right to change the service at any time.

Alcohol

Great Journeys New Zealand scenic trains are fully licensed throughout the journey.

A range of alcoholic beverages is available for purchase, subject to the terms of our premises licence.

Passengers are prohibited from taking their own alcohol on board our trains.

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We may search your bags if we have reason to believe you are carrying alcohol and we may confiscate any alcohol for the duration of your journey.

Passengers transporting alcohol (e.g. cases of wine) are asked to ensure it is carried in the baggage van.

Smoking/vaping

By law, all Great Journeys New Zealand scenic trains are designated non-smoking. Passengers may not smoke anywhere on board, including when outside on an open-air carriage.

Updates to our Fare Conditions

We may change our Fare Conditions without notice by updating our website at www.greatjourneysnz.com.

Where the Fare Conditions are amended the terms and conditions in force when your ticket was purchased will apply.

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